

Department of Practical Nurse & Health Care Aide

COURSE OUTLINE – Winter 2026

HC1030 (HY): Communication and Documentation in the Health-Care Environment –
4 (2.5-0-2.5) 60 Hours for 12 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR:	Dayna Walker BN, RN	PHONE:	780 539 2826
OFFICE:	HEC 370	E-MAIL:	DWalker@nwpolytech.ca
OFFICE HOURS:	By Appointment		

CALENDAR DESCRIPTION:

This course will focus on the role and responsibilities of the health care aide when communicating effectively as a member of the collaborative care team. Strong communication skills are an important part of being a successful health care aide. The health-care environment requires competent verbal, written, and electronic communication skills, which are part of digital literacy. This course will focus on professional communication with other team members, clients, and client's families; written communication, including documentation in client records and report completion; problem-solving strategies; and handling conflict successfully. A focus on communicating effectively with clients from all cultures while demonstrating cultural competence and understanding the diversity of individuals will be included. Communication strategies for overcoming the challenges and barriers to communication between the client and caregiver caused by disease, illness, and aging in the client will also be discussed.

PREREQUISITE(S)/COREQUISITE(S):

HC1010, HC1020, HC1040

Alberta Government. (2018, April). *Alberta health care aide competency profile*. Retrieved November 9, 2021, from <https://open.alberta.ca/publications/9781460137253>

Wilk, M. (2022). *Sorrentino's Canadian clinical skills: Skills for personal support workers*. <https://evolve.elsevier.com>

Wilk, M. (2022). *Sorrentino's Canadian textbook for the support worker* (5th ed.). Elsevier Inc.

Wilk, M., & Sekhon, N. (2022). *Workbook to accompany Sorrentino's Canadian textbook for the support worker* (5th ed.). Elsevier Inc.

RECOMMENDED TEXTBOOKS

Murray, L. (2014). *Integrating a Palliative Approach: Essentials for Personal Support Workers*. Saanichton, BC, Canada: Life and Death Matters.

DELIVERY MODE(S): Hybrid- Online coursework with in-person labs and exams.

LEARNING OUTCOMES:

1. Describe principles of communication, including privacy and confidentiality, required for maintaining effective helping and professional relationships.
2. Demonstrate principles of communication that the HCA will use in helping relationships and when working in a collaborative care team to implement the client's care plan.
3. Analyze own communication style and compare it to effective communication strategies required in the HCA role.
4. Apply effective conflict management strategies in relationships.
5. Demonstrate evidence-informed practice principles of accurate documentation and information technology (electronic records and charting) when applicable.
6. Describe the impact that culture and diversity can have on communication.
7. Demonstrate communication strategies and use resources and tools where available specific to diverse clients of different cultural backgrounds.
8. Describe various communication strategies to use with clients experiencing communication impairments or who are displaying responsive behaviours.
9. Apply communication techniques and strategies that support person-centred care and the collaborative team to a variety of situations/scenarios: clients with communication impairments, displaying responsive behaviours, and confused and/or unconscious clients in palliative care and end-of-life situations.
10. Demonstrate and practise effective communication strategies used when delivering person-centred care.

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check the transferability of this course at the Alberta Transfer Guide main page

<http://www.transferalberta.alberta.ca>.

**** For courses with alpha (letter) grading, a grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

EVALUATIONS:

Evaluation	Value	Date
Final Exam	Pass/Fail (70% or better)	Scheduled after week 12
Completion of Lab Skills	Pass/Fail	Scheduled throughout 12 weeks

This course follows the Health Care Aide Provincial Curriculum Program Standards and Policies developed by the Government of Alberta.

1. Final Exam

The final exam includes all content covered in Weeks 1-12. It is a cumulative exam. Question format will be multiple choice questions only.

2. Completion of Lab Skills

A skills checklist is provided on D2L all skills must be demonstrated and signed off by instructor to receive a pass for this evaluation.

GRADING CRITERIA:

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

**** 70% or a B- is required to pass this course****



COURSE SCHEDULE/TENTATIVE TIMELINE:

Suggested Study Shedule:

Asynchronous lectures. See D2L for suggested lecture study schedule.

In-person Labs (0800-1600):

Date	Modules Covered
January 30, 2026	1, 2 & 3
February 20	3 & 4
April 10, 2026	4 & 5
April 17, 2026	5

STUDENT RESPONSIBILITIES:

As a student at NWP, you have rights and responsibilities. It is your responsibility to be familiar with the information contained in this Course Outline and the HCA student handbook and to clarify any areas of concern with the instructor. It is also your responsibility to be familiar with NWP Policies. Please take the time to familiarize yourself with the policies that might impact you while you are here:

- NWP Health Care Aide Student Handbook:

https://docs.google.com/document/d/1rC9OZjozQmSUDuEdrgUaiC0g5_8GtIJYx6y7PAtkHyA/edit?tab=t.0

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available <https://www.nwpolytech.ca/about/polytechnic-leadership/policies-directory>.

****Note:** all Academic and Administrative policies are available on the same page.

Additional Information:

LABS:

By the end of each lab, students are responsible to demonstrate beginning proficiency and competence with each of the skills offered in this course. Attendance is required and students are responsible to consult with the Lab Instructor to make



up for missed labs. To develop proficiency and psychomotor expertise students are encouraged to practice at home or during regularly schedule practice labs.